

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

JEM Engineering

University of Maryland Manufacturing Assistance Program

ISO 9001 Implementation Brings Sales Increase at JEM Engineering, LLC

Client Profile:

JEM Engineering, LLC, provides custom antenna design, manufacturing and testing services for both government and commercial applications. Headquartered in Laurel, Maryland, engineers at JEM Engineering have decades of combined experience in the design, manufacturing and testing of antennas, microwave circuits, phased arrays and associated electronics covering the spectrum from 2 MHz to 40 GHz. The woman-owned company employs 40 people.

Situation:

JEM Engineering was confident their staff of experienced engineers was an asset in growing the company's competitive advantage. In support of this, JEM's president, Nancy Lily, decided to adopt a formal quality management system to drive and manage the expansion and growth projected in the company's future and contacted the University of Maryland Manufacturing Assistance Program (UMMAP), a NIST MEP network affiliate formerly known as the Maryland Technology Extension Service, for help.

Solution:

UMMAP offers a Consortium program for assisting Maryland companies in implementing ISO 9001 quality management systems. The program is supported in part by the State of Maryland Department of Business and Economic Development (MD DBED). The consortium approach takes groups of organizations through a structured implementation process affording them access to industry experts and opportunities for networking and the sharing of best practices with other Maryland organizations. JEM Engineering completed the 16-month program consisting of planned training events and consulting guidance in the development and implementation of quality management systems which conforms to the ISO 9001 Quality Management Standards.

Results:

- * Achieved ISO 9001 certification.
- * Increased sales by \$1.2 million.
- * Retained \$500,000 in sales.
- * Invested \$129,000 in capital improvements.

Testimonial:

"The UMMAP Maryland ISO Consortium program provided us with quality professional training and on-site consultation support to help us reach our goal of ISO certification at a fraction of the cost of hiring an outside Consultant. I urge the State and Federal agencies to continue to support these types of programs as a cost effective vehicle for creating, sustaining and growing our manufacturing base in the State of Maryland."

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Nancy Lily, President